

PSEA Network, Cox's Bazar, Bangladesh

Key Messages for Humanitarian Workers and the Community People on Protection from Sexual Exploitation and Abuse (PSEA)

Awareness-raising messages in the context of the Rohingya Refugee Response




**ZERO TOLERANCE FOR
SEXUAL EXPLOITATION AND ABUSE**

KNOW THE RULES: There is NO EXCUSE!

Sexual Exploitation and Abuse (SEA) is an unacceptable behavior and prohibited conduct for all personnel working for the United Nations and other humanitarian organizations.

For more information on sexual exploitation and abuse, please visit the Cox's Bazar PSEA Network webpage at Rohingya Refugee Response website.



SILENCE IS NO EXCUSE!

If you have suspicion or knowledge of sexual exploitation and abuse, you must report it to the Protection from Sexual Exploitation and Abuse (PSEA) focal point.

1. Overall Messages

- All kinds of humanitarian and development aid or assistance are free. No sexual or other favor can be requested in exchange for assistance.
- All humanitarian and development organizations have a policy of zero tolerance of sexual exploitation and abuse.
- Any case or suspicion of sexual exploitation and abuse should be reported.

2. Sample key messages for Organizations

- Communicate in languages and formats that are easily accessible, understandable, respectful, and contextually appropriate for people and communities.
- Regularly share relevant and timely information with people and communities, including about their rights in relation to the commitments and responsibilities of the organization.
- Identify, prevent, mitigate, and address potential and actual negative impacts of programmes on people and communities.
- Plan and implement safe, accessible, and appropriate ways for all groups in a community to provide feedback, report concerns and complaints in line with recognized good practice.
- Regularly monitor that people and communities understand how staff and volunteers are expected to act to prevent harmful behaviors, including sexual exploitation and abuse, and harassment.
- Apply appropriate victim/survivor-centered approaches to investigate and address complaints and reports of any misconduct, including sexual exploitation, abuse, and harassment.
- Maintain a safe and inclusive working environment, taking measures to protect the safety, security and well-being and dignity of all staff and volunteers.
- Humanitarian organizations must encourage everyone to report abuse.

3. Sample key messages for Humanitarian Worker

- Humanitarian workers must treat everyone with respect.
- Humanitarian workers are not allowed to ask for or accept bribes for aid.
- Humanitarian workers are not allowed to have sexual relationships with refugees and community members that they are supporting.
- Humanitarian workers must never pay for sex. Aid workers must never have sexual relationships with anyone under 18 years of age, even if it is legal in the country.
- Humanitarian organizations encourage complaints. [Please share the Complaint mechanism of the organization with all the staff (PSEA FP mobile number, Hotline number etc.)].
- Take care of your own health and wellbeing.

4. Sample Key messages for staff on Responding the Disclosure of SEA (If a member of the community tells you they are a victim/survivor of SEA)

- **Always Be Prepared:** Know who the PSEA/GBV Focal Point/Officer is. Know what services are available.
- **Listen:** Thank the person for sharing it. Listen attentively without any judgement or blaming. Ensure the person that confidentiality will be respected.
- **Link to Services:** Ask for consent to contact the PSEA/ GBV Focal Point /Officer to help the victim/survivor access assistance. Assess protection needs of the person, inform services available, safely refer the person to GBV services with the person's informed consent.
- **Explain:** Explain your obligation to report. Check for the person's consent to share identifying information (name, phone number etc.) for investigation purposes.
- **Report** the incident to your PSEA FP
- **Ensure Confidentiality:** Ask for consent to share details with investigators. Do not gossip or reveal details of the incident to others.

5. Sample key messages for the community people

Assistance/Aid is always free

No one can demand: • Money • Favors • Sexual relationships for any assistance or services that you receive.

You have the right to protection and services

- If you know or suspect that abuse is happening, you have the right to report it and seek help
- Reporting will not prevent you from receiving assistance (***Please share the reporting mechanism***)

You have the right to protection from sexual exploitation and abuse

- Reporting abuse and exploitation will not prevent you from receiving aid.
- We will listen to you and support you in getting help.
- You have the right to receive assistance and support.
- You have the right to justice and accountability.
- You have the right to privacy and confidentiality.
- You have the right to be protected.
- You have the right to decide how involved to be in the organizational process.

It's never the survivor's fault

- The survivor is never to blame.
- Service providers do not tolerate sexual exploitation and abuse.
- People's safety and dignity is the priority.

You can report concern or suspicion of harm or abuse

- If you feel unsafe or wish to report a concern, please report to us.
- Reporting will not prevent you from receiving assistance.

We will listen to you

- You have the right to report a service provider if they harm or upset you
- Any complaint you make will be confidential
- Your safety is our priority